



Matchday Safety Steward

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

Department:	Matchday Operations
Contract Type:	Casual Worker, Seasonal
Location:	St James Park, Stadium Way, Exeter, EX4 6PX
Reporting to:	Safety Officer
Core Team Relationships	Safety Officer, Deputy Safety Officer, Matchday Coordinator, Steward Supervisors, Stewards & Matchday Staff.
Main Purpose:	Reporting into the Safety Officer you will form an integral part of our matchday team by facilitating the safe ingress, circulation and egress of any visitors including supporters, officials, players and staff at the stadium. To prevent overcrowding and reduce the likelihood and incidence of disorder ensuring compliance with St James Park Ground Regulations and the Safety Certificate. Providing a professional effective and efficient service when communicating with all you will provide an initial response and assessment of any incidents within the stadium and footprint.
Role Summary	<p><i>This role requires:</i></p> <ul style="list-style-type: none">• Ideally experience within a safety role with a Level 2 NVQ in Spectator Safety, however training will be provided.• A professional, courteous and welcoming individual with an awareness and understanding of visitors differing needs ensuring the care, comfort and wellbeing of all.• Excellent communication skills.• An individual that is able to work within a team and unsupervised.• A positive and productive work ethic that can work well under pressure.• A dynamic approach is required as there are numerous positions within the vicinity of the stadium where Stewards may be deployed. <p><i>The key responsibilities of this role are:</i></p> <ul style="list-style-type: none">• Ensure you have fully read and understood the Stewards Handbook and any other company policies ensuring all regulations and legislation are adhered to within your role.• Maintain a professional appearance at all times ensuring care and attention of personal presentation ensuring you can be identified as a Steward in line with the Stewards dress code.• Ensure you report for duty and sign in and out accordingly in line with agreed working hours as detailed in your Casual Worker Agreement (subject to change for other events and in line with the business needs. Where possible prior notice will be given of any change to your working hours).• Attend any pre and post-match briefing/debriefing sessions and ensure all information is understood and any questions or concerns are raised at this point.• Ensure you are familiar with your surroundings as you will be a point of contact for the public advising on the nearest entrance and exits, lost and found points, disabled access routes, facilities etc. providing reasonable assistance to spectators.

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	<ul style="list-style-type: none"> • Conduct pre-match checks of your allocated area and notify the Safety Officer of any maintenance/safety issues or suspicious articles. • Welcome spectators into the grounds ensuring communication is professional, polite and clear and check tickets where appropriate and direct spectators to their seats. • Be vigilant of any potential hazards, suspicious activity and unusual packages ensuring they are reported. • Make sure all aisles and vomitories are clear of standing spectators especially towards the end of an event as these are emergency exits. • Monitor spectators' wellbeing at all times for any signs of distress, overcrowding, inappropriate behavior and persistent standing and report any issues to your Supervisor. • Respond quickly and efficiently to any emergencies or aggressive/intoxicated behavior referring it promptly to a supervisor ensuring relevant information is passed on. • At the end of the event Stewards must take up a position on the trackside as directed to allow unrestricted egress by the spectators whilst observing them leaving and provide assistance if it should be required. Stewards working on a raised tier of a stand must observe the crowd leaving from a safe and unrestricted point. • Ensure spectators safely leave the stadium at the end of the game and carry out checks of the area to identify if any seating or safety equipment has been damaged or property left behind. • Ensure a professional appearance at all times (a steward's coat will be provided). • Be a positive ambassador of the Club for all events. • At all times, comply with company policy and code of conduct. • Attend staff training and meetings as required. • Perform any other reasonable tasks asked of you. <p>Steward's positions will be allocated on a match by match basis and are subject to change.</p> <p>A rest break is not permitted in line with the hours of work, if on occasions this is authorised it must not be taken in view of the public. Water or other soft drink can be drunk whilst on duty.</p> <p>This job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.</p>
<p>Measures of success</p> <ul style="list-style-type: none"> • Feedback received from Safety Officer, Supervisor, colleagues and spectators • Training & qualifications • Ability to receive and follow instructions • Stadium knowledge 	
<p>Qualifications/Experience/Knowledge required</p>	<p>The role requires:</p> <p>Please refer to the Person specification.</p>